

**State of Montana**  
**Department of Public Health and Human Services**  
**PO Box 4210 Helena, MT 59604**

**VACANCY ANNOUNCEMENT**

**May 21, 2008**

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<b>TITLE:</b>	Administrative Support
<b>POSITION NO:</b>	05257
<b>LOCATION:</b>	Child Support Enforcement Division, Butte
<b>STATUS:</b>	Full-Time/Permanent
<b>UNION:</b>	MEA/MFT
<b>PAY GRADE:</b>	Pay Plan 20, Pay Band 3
<b>STARTING SALARY:</b>	\$20,149 - \$25,188 annually. Depending on qualifications and internal equity.
<b>SUPPLEMENT:</b>	Yes

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**APPLICATION DEADLINE:** State of Montana Applications can be submitted to any local Job Service or Human Resources- DPHHS, PO Box 4210 (111 Sanders, Room 202), Helena, MT. Applications may also be emailed to [hhsea@mt.gov](mailto:hhsea@mt.gov) or faxed (406) 444-0262. Applications must be received or postmarked if mailed no later than **5:00 p.m., Thursday, June 5, 2008**. For further information visit the DPHHS website: [www.dphhs.mt.gov/jobs](http://www.dphhs.mt.gov/jobs)

**SPECIAL INFORMATION:** A typing test is required to observe typing skills. 40 wpm is preferred but not required. Obtain this test from the Job Service and include with application.

Automobile travel of less than 12,000 miles per year for mail delivery, bank deposits, and committee or other work-related training sessions or meetings. Must be able to routinely lift up to 35 pounds to lift and carry a box of mail from the office to a vehicle and to Post Office. May occasionally be required to cope with angry and sometimes hostile clientele within individual offices and on the phone.

**CRIMINAL RECORDS BACKGROUND CHECK:** All successful applicants will be required to sign a release form, which authorizes the department to conduct a criminal record review to determine whether the applicant has been convicted of any criminal acts that are directly related to the responsibilities of the prospective job.

**TYPICAL DUTIES:** This position performs all administrative, clerical support, and receptionist activities necessary to maintain the smooth and efficient operation of the Child Support

Enforcement Division (CSED) Region IV office. This position is responsible for the resolution of case referrals and initial case set up; requesting certified copies of legal documents; implementing initial location of missing obligated parents and their assets; coordinating transfer of case files to and from archives and other CSED regional offices; preparing and delivering daily bank deposit; organizing mail for distribution and delivery to the US Post Office; and greeting walk-in customers and answering telephone calls on a multi-line phone system.

**KNOWLEDGE, SKILLS AND ABILITIES (COMPETENCIES) DESIRED:**

Knowledge: Knowledge of general office procedures and concepts related to administrative and clerical support; general office equipment and use of a personal computer; and laws and regulations pertaining to confidentiality.

Skills: Skill in written and verbal communication; organization; project and time management; customer service; and troubleshooting equipment problems.

Abilities: Ability to handle a very high volume workload with required performance goals; maintain professional demeanor when parties may be argumentative, contentious and uncooperative; establish and maintain working relationships with the public, co-workers and other agencies; make routine decisions; handle administrative details and maintain records accurately; organize and prioritize work; adapt to frequent enhancement to various software applications and frequent changes in CSED policies and procedures as well as state and federal laws governing child support and family law; and develop and implement solutions by applying deductive reasoning and problem solving skills when communicating with case participants.

**EDUCATION/EXPERIENCE REQUIRED:** Associate's degree in accounting or business technology **OR** high school diploma (or GED) **AND** two years of general investigative, child support, or other collections experience **OR** high school diploma (or GED) **AND** three years progressively responsible administrative support experience. Other combinations of education and experience will be considered.

**APPLICATION AND SELECTION PROCESS:** This position is being advertised outside the agency and in-house applicants must compete with the outside applicant pool. Interested persons must submit the following prior to the closing date to be considered:

1. Signed state application (PD-25, rev.05/03 or later);
2. Applicants claiming the **Veteran's or Disabled Person's Employment Preference** (see State of Montana Employment

- Application, PD-25) must provide verification of eligibility with the application materials. The required documentation includes a DD-214 or PHHS Certification of Disability form;
3. Photocopy of transcripts (if applicable) for any coursework at a college or technical school. (*Only degrees from an accredited college or university recognized by the US Department of Education are acceptable to meet education requirements*). **If applicant has difficulty obtaining transcripts you will be given a five-day grace period to submit them to our office after the closing date to:** HUMAN RESOURCES, PO Box 4210, Helena MT 59604;
  4. Typing test is required at time of application; and
  5. Supplement questions.

**Applications will be rejected for late, incomplete or unsigned application materials.**

**COMPENSATION:** Eligible state employees are also provided paid health, dental, vision and life insurance. Other benefits including a deferred compensation program, public employees retirement system, annual leave, sick leave, paid holidays and up to 15 days military leave with full pay.

**IMMIGRATION REFORM AND CONTROL ACT:** In accordance with the Immigration Reform and Control Act, the person selected must produce **within three (3) days of hire** documentation that he/she is authorized to work in the United States. Examples of such documentation include a birth certificate or social security card along with a driver's license or other picture I.D., a U.S. passport or a green card.

**REASONABLE ACCOMMODATIONS:** Under state and federal law, qualified applicants with disabilities are entitled to reasonable accommodations. Modifications or adjustments may be provided to assist applicants to compete in the recruitment and selection process, to perform the essential duties of the job or to enjoy equal benefits and privileges of employment available to other employees. Alternative accessible formats of this document will be provided upon request. An applicant must request an accommodation when needed. If you need any such accommodation, contact Human Resources at 444-3136 as soon as possible to allow time to make needed arrangements.

**SELECTIVE SERVICE COMPLIANCE CERTIFICATION:** All male applicants (born on or after January 1, 1960) must complete a copy of 'Statement of Selective Service Registration Status' if offered a position with the State of Montana, unless they meet certain exemptions under Selective Service law. If you are required to register, but fail to do so, you are not eligible for employment with the State of Montana.

## SUPPLEMENT QUESTIONS

Department of Public Health and Human Services

Title: Administrative Support

Position: #05257

Location: Child Support Enforcement Division, Butte

This supplement will be reviewed separately from the state application you submitted, and it will become a further basis for our evaluation of candidates. Your responses to these supplemental questions must be printed clearly or typed on standard 8.5 x 11 inch paper. Each response should be clear, concise and numbered. Since your responses will be reviewed separately from your state application, please repeat any information that may appear on it or your resume rather than writing 'see my resume or application.'

### QUESTIONS

NOTE: Answers to the following questions must be specific as to dates and employers. If this supplement is used as a screening tool, some answers may be rated based on months or years of experience. Reference will not be made back to your state application or resume.

1. The most complicated part of this position is the resolution of case referrals and initial case set up in a working environment that is subject to constant interruptions. Please explain, in detail, your experience with multi-tasking while maintaining and producing a quality work product.
2. Please explain, in detail, the computer experience you possess. Be sure to include the different word processing, spreadsheet and database programs that you are familiar with.